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PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

**Telecommunications Division
Carrier Branch**

**RESOLUTION T-16727
April 17, 2003**

RESOLUTION

RESOLUTION T-16727. CITIZENS TELECOMMUNICATIONS COMPANY OF CALIFORNIA, INC. (CTC-CALIFORNIA) (U-1024-C). REQUEST FOR AUTHORITY TO REMOVE DIAL BY NAME, AND, REPEAT OPTIONS TWICE, THEN DISCONNECT¹ FROM THE VOICE MAIL PRODUCT.

BY ADVICE LETTER NO. 778, FILED ON DECEMBER 11, 2002.

Summary

This Resolution authorizes Citizens Telecommunications Company of California, Inc.'s (CTC-California's) request to remove the following two features: Dial By Name, and, Repeat Options Twice, Then Disconnect from its Voice Mail product.

Background

In Advice Letter (AL) No. 778, filed on December 11, 2002, CTC-California requests authority to remove Dial By Name, and, Repeat Options Twice, Then Disconnect features from its Voice Mail product.

CTC-California states that the functionality of these two features was inadvertently included in its original filing in AL No. 711 on July 19, 2001, and is not part of the Message Routing mailbox within the Voice Mail product that was purchased from its Vendor.

¹ *Repeat Option Twice, Then Disconnect* means that the mailbox has the capability of being setup so that a key press can be set up to hear menu selections again as in an Automated Attendant. For example, Press * to repeat the selection options. A timeout feature would also be set up so that the options could be repeated twice after "x" seconds. If there no selection is made, then the mailbox would be setup to disconnect.

Currently, CTC-California tariff in SCHEDULE CAL. P.U.C. NO. A5, Original Sheet 68 reads as following:

“E. Business Voice Mail – Optional Applications

2. Message Routing

With this service, callers are greeted with customized announcements and then allowed a single-digit touch calling Selection (1-9). The caller may then hear another personalized greeting when routed to the selected mailbox, and will then be able to leave a message. The maximum greeting length is five minutes. Maximum of 9 mailboxes can be associated with this feature. Maximum of one call forward path. Mailbox with Constant Touch feature are NOT available with the Message Routing application.

Includes the following feature:

- Call Routing to voice mailbox*
- Closed User Group*
- Dial By Name*
- Repeat Options twice, then disconnect*
- Call Forward Busy No Answer⁽¹⁾*

Note 1: Includes Call Forward Busy No Answer at no additional cost.

Notice/Protest

AL No. 778 was filed on December 11, 2002, and appeared in the Commission Daily Calendar of December 13, 2002. CTC-California states that copies of AL No. 778 have been sent to interested utilities and/or parties. Telecommunications Division (TD) has received no protest to AL No. 778.

Discussion

In Advice Letter (AL) No. 778, filed on December 11, 2002, CTC-California requests authority to remove Dial By Name, and, Repeat Options Twice, Then Disconnect features from its Voice Mail product.

General Order No. 96A, Section XIV Withdrawal of Service, states:

“No public utility of a class specified herein shall, unless authority has been obtained from the Commission, either withdraw entirely from public service or withdraw from public service in any portion of the territory served.”

CTC-California states that the functionality of these two features was inadvertently included in the original filing and is not part of the Message Routing mailbox within the Voice Mail product that was purchased from CTC-California's vendor.

CTC-California requests to remove these two inadvertently included features from its Voice Mail product is a more restrictive tariff change and requires Commission authority.

TD has reviewed CTC-California AL No. 778. TD finds that CTC-California's request in AL No. 778 for authority to remove Dial By Name, and, Repeat Options twice, Then Disconnect features from its Voice Mail product reasonable as it is truly an inadvertent mistake by CTC-California.

TD recommends that the Commission approve this filing because to include the non-existing features within the utility's Voice Mail product would confuse customers.

Based on the above discussion, we find TD's recommendations reasonable. Commission approval is based on the specifics of this Advice Letter and does not establish a precedent for the contents of future filings.

The draft resolution of the Telecommunications Division in this matter was mailed to parties in accordance with PU Code Section 311 (g)(1). Comments received on a timely basis will be addressed by the Telecommunications Division in this resolution.

Findings

1. In AL No. 778, filed on December 11, 2002, CTC-California requests to remove Dial By Name, and, Repeat Options Twice, Then Disconnect features from the utility's Voice Mail product.
2. CTC-California states that the functionality of these two features were inadvertently included in the original filing and is not part of the Message Routing mailbox within the Voice Mail product that was purchased from its Vendor.
3. CTC-California proposed SCHEDULE CAL. P.U.C. NO. A5, 1st Revised CHECK SHEET 68 in AL No. 778 now reads as following:

“E. Business Voice Mail – Optional Applications

3. Message Routing

With this service, callers are greeted with customized announcements and then allowed a single-digit touch calling Selection (1-9). The caller may then hear another personalized greeting when routed to the selected mailbox, and will then be able to leave a message. The maximum greeting length is five minutes. Maximum of 9 mailboxes can be associated with this feature. Maximum of one call forward path. Mailbox with Constant Touch feature are NOT available with the Message Routing application.

Includes the following feature:

- *Call Routing to voice mailbox*
- *Closed User Group*
- *Call Forward Busy No Answer⁽¹⁾*

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Note 1: Includes Call Forward Busy No Answer at no additional cost.

4. Telecommunications Division (TD) has reviewed CTC-California AL No. 778. TD finds that CTC-California's request in AL No. 778 for authority to remove Dial By Name, and, Repeat Options Twice, Then Disconnect features from its Voice Mail product reasonable.
5. TD recommends that the Commission approve CTC-California's request in AL No. 778.

THEREFORE, IT IS ORDERED that:

1. CTC-California is granted authority to remove the Dial By Name, and the Repeat Options Twice, Then Disconnect features from its Voice Mail product as indicated in Findings No. 3, above.
2. The revised tariff sheet in AL No. 778 shall be marked to showed that it was authorized by California Public Commission Resolution No. T-16727 and its effective date.

This Resolution is effective today.

I hereby certify that this Resolution was adopted by the Public Utilities Commission at its regular meeting on April 17, 2003. The following Commissioners approved it.

WILLIAM AHERN
Executive Director